

Public Service Association of
NSW 23 March 2018



Your voice in the union.

The Service NSW
Departmental Committee
is your voice in the PSA.
We still have a few
vacancies for regional
representatives on this
committee.

- Lee Devitt – Burwood Service Centre
- Kieran Streat – Macarthur service Centre
- Victor Dunstan – Liverpool Service Centre
- Nalini Wilson – Macarthur Service Centre
- Susanna Abbatantuono – Warrawong Service Centre
- Janice Hartman – Newcastle Contact Centre

Please contact Caroline Staples at cstaples@psa.asn.au if you are interested in being a delegate, training, or would like to arrange a workplace meeting.

If you need to contact your union for immediate advice or support you can ring our Members Support Centre on 1300 772 679

membership.psa.asn.au/register

Service NSW Newsletter

The union for **all** of Service NSW

Joint Consultative Committee (JCC) Report

The PSA met with Service NSW on 14 March 2018 as part of our quarterly JCC with senior management, the following is a brief report back to members on the main issues discussed at the meeting.

Start up and close down times

The PSA and Service NSW were in agreement that staff with responsibility for opening up and closing down Service Centres should be appropriately rostered to have time to do this work. All other staff should be at their counter by the beginning of the roster period ready to log on to appropriate work systems.

If you are required to work past your finish time due to serving customers or closing down systems you are entitled to be paid. Members should not be dissuaded from submitting an overtime form. If you encounter any difficulties please contact the PSA.

The PSA continues to hear from members expected to do unpaid work. The PSA is currently collating survey data to present to Service NSW to assist in determining the scope of this issue.

To date, approximately 30 per cent of respondents to the survey have claimed this to be an issue. If you believe that this is affecting you please take the time to let the PSA know by completing the survey by clicking on the following link:

**[https://
www.surveymonkey.com/
r/5ZKMSCJ](https://www.surveymonkey.com/r/5ZKMSCJ)**

The survey closes on
Wednesday 28 March 2018.



Paid morning tea breaks

The PSA reminds members that they are entitled to a paid 10-minute as per clause 12.4 of the Service NSW Salaries and Conditions Employees Award 2016.

The good news is that the vast majority of our members are getting their breaks. It can be expected from time to time that business demands may mean you are unable to get your break, but this should be the exception and not the norm.

2018 award negotiations

The PSA is still waiting upon Service NSW to receive its bargaining parameters from the Expenditure Review Committee. At this stage we are looking to commence negotiations on 27 March 2018.

WE ARE YOUR UNION

The PSA represents all staff working at Service NSW. We negotiated your current Award that sets out your wages, conditions and entitlements.

We also represent tens of thousands of NSW public servants across a wide range of areas including education, justice, community services, transport, national parks and the arts.

Your current Award, which contains your conditions of employment, can be viewed at

www.ircgazette.justice.nsw.gov.au/irc/ircgazette.nsf/webviewdate/C8532

Non-members can join online at www.psa.asn.au

